

Aging Partners Areawide Advisory Council Minutes
February 20, 2018

Present: Esther Bailey, Sharon Reieisdorff, Shari Busch, Steve Egglund, Kathy Stokebrand, Harold Simpson

Audio Conference: JoAnn Sieck (phone glitch)

Absent: Linda Heinisch, Gloria Aron, Alan Gissler, John Wyvill, Keith Larsen, Vern Schulte, Marsha Ward, Jackie Miller, Ardee Rut, Marty Stones

Staff: Randy Jones, Denise Boyd, Martha Hakenkamp, Joyce Kubicek, Sandy Lutz, Susan Keese

Kathy Stokebrand welcomed everyone and called the meeting to order at 1:02 p.m.

I. Kathy Stokebrand asked for a motion to approve the minutes of January 25, 2018. Harold Simpson made the motion and Esther Bailey seconded. All were in favor and the motion was adopted.

II. Care Management Unit Recertification: led by Joyce Kubicek

Every two years the State Unit on Aging looks at Aging Partners State Care Management (SCM) Program as outlined in SCMs *Plan of Operations* written protocol for changes and/or adjustments. State Care Management was created in response to the Community Aging Services Act which helps seniors stay in their own homes safely rather than moving into long-term care facilities. Joyce presented on two components- 1. Go over changes to the SCM *Plan of Operations* due in March 2018 2. Get feedback from Areawide Advisory Council on State Care Management Program. The last update made to the *Plan of Operations* was in 2016.

Aging Partners Care Management team uses a checklist developed around protocols outlined in the *Plan of Operations* to determine who may be eligible for assistance to stay in their own home. Requirements include being near 60 years old or older; living in Aging Partners 8 county service area; and must meet at least three additional specified needs (i.e. homebound, approaching state of crisis). Care managers assess the situations of individuals seeking assistance. If an individual qualifies for assistance, Aging Partners Case Management will help provide in-home services to the individual to live safely in their homes. The Care Management team averages 733 hours per month of service. The State pays by the hour for this service.

First, SUA requested that Aging Partners State Care Management Program insure all clients in the program understand their Privacy Policy with signed documentation of each client for upcoming recertification. The Privacy Policy is signed by each State Care Management client acknowledging that they have received and understand it. The privacy policy is now available online at http://lincoln.ne.gov/city/hipaa/pdf/HIPAA_Policy_English2017.pdf. Also this year's recertification includes correcting some job titles and correcting spelling typos.

Randy asked Joyce to describe the expectations of the State for Aging Partners State Care Management Program. Joyce replied that they are expected to keep information on clients confidential; complete assessments that identify needs met and needs not met in current situation(s); develop a plan to meet needs; get permission from older adults to develop a team that will work with them to meet needs allowing them to stay in their home; plan must be approved within 45 days by care management unit supervisor; and must reassess client yearly once joining care management. Cases are prioritized and responded to from most to least critical and addressed as quickly as possible. All services are on a sliding fee scale, with roughly 90% qualifying at no cost- no one is denied service if they cannot pay.

Second, Joyce asked for feedback from Areawide Council and asked if they accept the 2018 plan as “ready” to present for recertification to State Unit on Aging. This new certification will last two years and then move forward to a four year renewal starting year 2020.

Q&A

- Randy asked how the other counties in Aging Partners service area receive service. Butler has own State Care Manager, Becky Romshek. Saline has own State Care Manager, Trudy Kubicek. Saunders has own State Care Manager, Mary Daily. Polk has own State Care Manager, Amy Theis. Fillmore, Seward and York are contracted with Aging Partners to use Care Managers located in Lancaster to cover needs.
- Harold asked if clients have to give permission first for Care Management to contact family members over needs. Joyce responded yes, that as part of their Privacy Policy, they must ask permission of client before contacting family/friend (unless an active guardian or POA). This is done as part of the initial assessment.
- Harold asked if and what types of mental health care is provided. Aging Partners State Care Management Program does not provide mental health care directly, but with written permission of clients, who have diagnosed mental health issues, can refer clients to Aging Partners Harvest Program. The Harvest Program works with people diagnosed with either a severe mental health illness and/or chemical dependency issue to get them the help they need.
- Kathy asked if State Care Management Programs have had funding cuts. No luckily.

III. Health & Fitness Move Update: led by Sandy Lutz

Sandy Lutz handed out the new Health & Fitness building floorplan. They will be moving into the old Election Commission Building on J & 9th St. Movers will be coming February 27th & 28th, 2018, to start the process. The Building Commission made modifications and remodels to meet needs including wall removal. Better parking options available at the new site as well as it's on a bus route with a sheltered bus stop in front of new building, beautiful windows for more natural lighting, and updated workout equipment.

The Schmieding? Family Foundation granted \$40,000 for new exercise equipment including two treadmills, four new step machine's, recumbent bike, one elliptical machine, stretching station, specialized floor padding, and two large televisions for cardio room. Martha added that the Schmieding Foundation only funds in Lancaster County or Aging Partners would have incorporated the other counties.

Q&A

Randy added that we may be able to meet there for Areawide Council once they're settled

IV.6 Month Performance Update: led by Martha Hakenkamp

Martha provided council members with a handout of Aging Partners service unit report over the last six months. Aging Partners tracks every service we provide using standardized terminology and ways of counting. This information then gets reported onto the State Unit on Aging. The service unit report lists out all services provided in each county, how many service units of each category have been completed so far, and what percentage of the projected goal we've met for the first half of the year. This allows Aging Partners compare how we are doing compared to the projected goals listed in the Area Plan.

One anomaly Martha addressed is that “Information and Assistance” is only at 30% because mid-year the SUA change how we must count units which results in a much lower count.

By tracking service units served it allows Aging Partners to better calculate projections for the upcoming year

Updated: 2/27/18 sck

and is outlined in our Area Plan. Aging Partners Area Plan is revised and resubmitted to the State Unit on Aging yearly.

Q&A

- Shari asked what counts as Information and Assistance. Martha replied anyone who calls senior centers or the “first service” help desk with questions or requesting information.
- Randy asked Martha to define the difference between “legal aid” and “legal service”? It’s not a difference in service but a difference in who provided the service. “Legal aid” is a contracted service through *Legal Aid of Nebraska* which is a telephone line any older adult in the State can use to get basic legal assistance; “Legal service” is provided by Aging Partners staff (Mary Wilson) to aid individuals directly in our 8 county area with basic legal questions and/or services.

V. Performance Measures Area Plan Update: led by Randy Jones

As we go into Area Plan development phase, program managers need to identify service goal projections for FY 2019. The Area Plan is submitted to the State for approval as a requirement for continued funding. Leadership at Aging Partners go into Area Plan update process they ask two questions- 1. Are we meeting the needs of the community 2. Are we addressing the most pressing needs? (most pressing needs were identified partially by town hall meetings last year).

Randy asked Areawide Council members to be advocates in their communities and to work with their local Aging Services Program Managers to identify gaps in services in each county. County Program Managers use multiple tools to help them identify service projections including the voiced concerns of seniors in their communities; demographics statistics for their county; and the service unit report when setting unit goals for next 2019 Area Plan. In particular, Aging Partners is asking the County Program Managers to gear their service goals (and grow) towards 65+ populations, especially the more vulnerable who live alone and/or are impoverished.

VI. State Monitoring Report: led by Randy Jones

Every year all the Area Agencies on Aging in the State are monitored by SUA to make sure they are providing units of service mandated for Federal and State funding; how those units of service are being provided per State and Federal regulations; look at finances; and how programs are governed. This is a couple day processes, Aging Partners monitoring visit was completed mid-January 2018.

These are Confidential Findings

One dynamic that changed at the Federal level is that they’ve changed the way they want the AAAs to account for and document finances- the SUA monitoring visit reflected that change. After the SUA finished their visit they typed up a response to the visit outlining observations and any findings. Once Aging Partners got the “findings report” they responded back. Areas looked at with recommendations were as follows:

1. Fiscal Findings (which were consistent with other AAAS finding due to changes in Federal regulations) Federal regulations require Aging Partners to update allocation process of funds. Aging Partners will submit reallocation plan to the SUA; however, uncertain how this affects Aging Partners current fiscal year. One change will look at new financing software which is more adaptable.
2. Revisit some of Aging Partners contracts to strengthen-then renewed under subjective terms.
3. IIIB & IIIE services (Case Management and Caregiver Services)-strengthen communication of contribution requests by providing a method for consumers to contribute towards service.

Some of the more time consuming recommendations will be implemented throughout the year and take time. The SUA monitoring visit went well without any crucial findings.

Q&A

- Kathy asked how Aging Partners plans to accommodate for IIIB & IIIE contribution. Martha replied areas where Aging Partners has not done as much contribution requesting is the IIIB services. Individuals receiving these services have not always been given an opportunity to contribute since those needs are met in their home or arranged over the phone. Most likely a contribution request letter will be mailed out to participants to allow them that opportunity.

VII. Progress with New Food Vendor-Company Kitchen: led by Denise Boyd

Aging Partners is four months into food model change with contracted vendor. In February, 2018, staff will continue conducting plate waste studies and will implement a consumer survey to see if there have been improvements in food for diners. Aging Partners sends Company Kitchen (vendor) a weekly report of findings as well as Randy speaks with vendor every Friday afternoon providing a weekly recap of meals-likes, dislikes, concerns, and praises.

Improvements on time standards have been seen since issuing the Cure Notice. Also meals have met temperature standards except for one incident which was rejected and corrected by vendor once notified. Aging Partners has seen improvements in food; however expect continual improving. Letter of Cure Notice was sent on Jan 23rd, 2018, to shape up or ship out. Company Kitchen's regional vice president came to visit Aging Partners after Cure Notice was issued. He was very concerned with Aging Partners findings and seems to be addressing this appropriately with Company Kitchen staff, resulting in better products, food handling, and safety standards. One improvement made by Company Kitchen has been the information of cold vegetable salad options due to high plate waste of some hot vegetables. Shari and Kathy shared that they feel like the menus look like they have improved when reviewing.

Q&A

- Shari asked if other options are available if vendor does not meet standards. Randy answered that Aging Partners will keep the central kitchen (self-operational) budget allowance in the next fiscal year budget to allow us to move back to self-operation if need be. Also staff are developing a "Plan B" if we need to leave the current contract with Company Kitchen.

VIII. ADRC Status: led by Randy Jones

Unit of Service shows that ADRC is doing a tremendous job of meeting needs of aged and disabled in service area. The Pilot Program is funded through June 2018. Due to wanted budget cuts at State level, Aging Partners is not planning on continuing the ADRC Program after June 30, 2018. Aging Partners is seeking out Senator Bolz to resolve concerns over LB1004 to see if there is a way to continue program either with additional funding or eliminating potential mandates for the program while maintaining current funding levels as outlined in the Pilot Program. ADRC staff will be filled by temp help through June 2018. Some of ADRC activities will still be provided and payed for by city funding for adults 60 years and older through aging partners current programs after July 1, 2018.

IX. Saline County Update: led by Denise Boyd

Saline County is searching for new Aging Services Program Manager. Four applicants will be interviewed next week. The Executive Committee from Saline Counties' Advisory Board will conduct those interviews. One positive outcome from restructuring is that the Saline County Commissioner, on executive board, did receive verbal agreement that the Program Mangers' benefits cost will come out of the counties' general funds which

eases some of the budgetary problems experienced by current state of Aging Services Program in Saline County.

Denise Boyd will be present for all interviews and feels that they are good applicants for position.

Q&A

- Randy asked if Saline Counties' Meals on Wheels financial issue has been resolved. Kathy responded that she is not sure, but hopes that it will be after getting a few other concerns in order first.

Other Items

Esther reported that David City has new 4-van garage

Adjournment: 2:40 PM

Next Meeting: Tentative-March 22, 2018 at Belmont Senior Center- CANCELED 3/14/18 via email

Respectfully Submitted,

Susan Keese

February 23, 2018

Amended by Randall S. Jones

Handouts: Agenda, January 25, 2018 Meeting Minutes, Care Management Services Pamphlet, Health & Fitness Floorplan, Aging Partners Service Unit 6 Month Report, County Program Observations & Recommendations for Service Units